

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov>.

This position will allow you to use your expertise in administration to provide advisory and technical services to CBP management. This position starts at a salary of \$49,107 (GS-9 Step 1) with promotion potential to \$77,238 (GS-11 Step 10). Apply for this exciting opportunity to strengthen the Department's ability to protect the homeland by analyzing and refining existing work methods and developing new methods and procedures.

Who May Apply: Status Candidates which include:

Current Federal employees with competitive status (as well as current Federal employees serving under a VRA appointment);

Current and former Federal employees who meet the established criteria in an Office of Personnel Management Interchange Agreement;

Former Federal employees with reinstatement eligibility;

Veterans who are preference eligibles or who have been separated under honorable conditions after 3 years or more of continuous service will receive consideration under the Veterans Employment Opportunity Act (VEOA);

Individuals who are eligible under a Special Appointing Authority. Please see the "Special Appointing Authority" paragraph in the "Other" section of this vacancy announcement.

•If you do not meet the requirements above, you may be eligible to apply through VIN 1118711 which opens on May June 2, 2014.

•For definitions of terms found in this announcement, please see http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm.

Organizational Location: Positions are located within U.S. Customs and Border Protection, Office of Field Operations, Cargo and Conveyance Security, C-TPAT, Buffalo, NY and Miami, FL. One or more selections may be made using this job opportunity announcement.

Travel Required: Not Required

Relocation Authorized: No

You must be a U.S. Citizen to apply for this position
 You may be required to pass a background investigation and/or polygraph
 Males born after 12/31/1959 must be registered with Selective Service
 Primary U.S. residency for the last three years (see "Other Information")

In this Mission Support Specialist position, you will strengthen the Department's ability to protect the homeland by becoming a valuable member of a team of administrative professionals. Typical work assignments include:

- Applying a wide range of administrative programs concepts, laws, policies, practices and analytical methods to address technical issues or problems
- Providing advisory and technical services on organizational functions and work practices
- Developing new or modified administrative program work methods and procedures for delivering effective customer service
- Developing and delivering briefings, project papers, reports, and correspondence to foster understanding and acceptance of findings and recommendations

GS-09: You qualify at the GS-09 level if you possess one year of specialized experience that included assisting senior specialists in analyzing programs to measure performance and efficiency, preparing budget and personnel action requests, updating budget spreadsheets, conducting new employee orientation, coordinating office (including inner office) moves and telephone service, monitoring use of the organization's vehicles, analyzing workflow and office procedures, problem solving, and advising staff on methods and procedures.

GS-11: You qualify at the GS-11 level if you possess one year of specialized experience that included coordinating and monitoring administrative projects such as budget, personnel, travel, space, logistics, etc., problem solving, analyzing data to identify trends and develop estimates and studies, preparing narrative and data reports, and representing the office in dealings with vendors and personnel from administrative support organizations.

You must:

- Meet all qualification requirements, including education subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service) by Friday, May 23, 2014.

GS-09: A Master's degree, two full years of graduate education, a J.D. or an LL.B. degree from an accredited college or university may substitute for experience required at this level. Check with your school to determine how many credit hours comprise two years of graduate education. If that information is not available, use 36 semester or 54 quarter hours.

GS-11: A Ph.D. or an equivalent doctoral degree, three full years of progressively higher-level graduate education leading to such a degree or an LL.M. degree may substitute for experience required at this level. Check with your school to determine how many credit hours comprise three years of graduate study. If that information is not available, use 54 semester or 81 quarter hours.

Combining Experience and Education:

To combine your education and experience, convert each to a percentage and then add the percentages. If your education is currently described in quarter hours, multiply by the fraction 2/3 to convert into semester hours then divide the semester hours by 18. To determine your percentage of qualifying experience, divide your total months of experience by the required number of months of experience. Add your percentages together. The total must equal at least 100% in order to qualify.

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see [View Occupational Questionnaire](#).

Knowledge, Skills, Abilities and Other Characteristics (KSAOs):

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

Knowledge of administrative programs, policies, practices, and methods

- Ability to evaluate many kinds of information and formulate techniques and methods to address technical issues and problems
- Ability to communicate orally and in writing

Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) eligibility: If you have never worked for the federal government, you are not ICTAP/CTAP eligible. Information about ICTAP/CTAP eligibility is on the OPM's Career Transition Resources website at:

[http://www.opm.gov/Reduction In Force/employee resources/ctap/Employee-Guideline CTAP.asp#3a](http://www.opm.gov/Reduction%20In%20Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a). To be considered well qualified under ICTAP/CTAP, you must be rated at a minimum score of 85 for this position. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144**. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](#) using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf, and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascoversheet.pdf>. Please include job opportunity announcement ID 1118709 and provide your SSN, name, and address using the exact name you used when you filled

out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 Eastern Standard Time on Friday, May 23, 2014**

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/YY). Your resume should also contain your full name, address, phone number, email address, and your work schedule and salary.
- **Your responses to the job questionnaire** [View Occupational Questionnaire](#)
- **Are you a current or former Federal employee?** With the exception of current CBP employees, ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT A COPY OF THEIR SF-50B (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. The SF-50B should also reflect the highest grade held on a permanent basis or the full performance level of your current position, whichever is higher.
- **Are you qualifying based on education?** Submit a copy of your college transcript (unofficial is acceptable) or a list of coursework with hours completed. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** You must submit a separation notice; SF-50B; a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Are you a veteran?** If you are applying under a special veteran appointing authority, you must submit a DD 214 (Member Copy 4) and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50B to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a written statement from the armed forces certifying that you are expected to be discharged or released from active duty service under honorable conditions. If you apply with a written statement at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military. ***Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility.***
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards.

It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate. Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: <https://my.usajobs.gov/Account/NotificationSettings.aspx>. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

DHS offers competitive starting salaries and an attractive benefits package, including: health insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, life and long-term care insurance, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers and select "Benefits".

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Been a dependant of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, church overseas missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

Special Appointing Authority: Veterans, military spouses, Peace Corps/VISTA volunteers, and people with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility and to understand what documentation would be required with your application, please click on the appropriate link below.

- Veterans: <http://www.fedshirevets.gov/index.aspx>
- Military spouse: <http://www.fedshirevets.gov/job/shams/index.aspx>
- Individuals with Disabilities: <http://www.opm.gov/disability/PeopleWithDisabilities.asp>
- Peace Corps/VISTA and other miscellaneous hiring authorities:
http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/

Separate referral lists will be generated for applicants eligible to be appointed under a non-competitive special appointing authority. You must provide documentation supporting your eligibility prior to the closing date of this announcement (please see "Required Documents"). If you have any questions regarding your eligibility, please contact the Human Resources Specialist listed at the end of this job opportunity announcement.

Background Investigation: Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. Entry into this position may require that you successfully pass a polygraph examination. For more information, please see: http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml.

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

Probationary Period: All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

This position is covered under the bargaining unit.

CBP uses E-Verify to validate all newly hired applicants' ability to work legally in the United States. To learn more about E-Verify, please follow this link: <http://www.uscis.gov/e-verify>.

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